



Questions? Go to ncmedicaidplans.gov. Or call us toll free at **1-833-870-5500** (TTY: 711 or RelayNC.com). We can speak with you in other languages.

September 9, 2025

BURKE BAILEY
 HERR MAX MUSTERMANN
 BERLIN SK 55202 1000

Dear BURKE BAILEY:

The people listed below now have **NC Medicaid Direct**. You can change your health plan (the way you get health care services) at any time.

NC Medicaid Direct is North Carolina’s health care program for Medicaid beneficiaries who are **not** in an NC Medicaid Managed Care health plan. It includes care management from Community Care of North Carolina (CCNC). CCNC is the primary care case management entity for physical health services.

Other groups called Local Management Entity/Managed Care Organizations (LME/MCOs) coordinate services for a serious mental illness, severe substance use disorder, intellectual/developmental disability (I/DD) or traumatic brain injury (TBI).

If their primary care provider (PCP) is in NC Medicaid Direct, their PCP is listed below.

Name / ID number	Health plan / Start date / Phone number	PCP / Address / Phone number
BURKE BAILEY XXXXXXXXXXXX	NC Medicaid Direct August 1, 2025 1-888-245-0179 STEVENSON LTD (LME/MCO) 1-336-893-1572	TRIAD RADIOLOGY ASSOCIATES 6915 VILLAGE MEDICAL CIR, CLEMMONS, NC, 27012 1-336-893-1572

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You can get free auxiliary aids and services, including information in other languages or formats such as large print or audio. Call us toll free at **1-833-870-5500**.

About Community Care of North Carolina (CCNC)

CCNC provides care management statewide to make sure you get health care services when and where you need them.

As a CCNC member, you have a primary care provider (PCP). Your PCP is a doctor, nurse practitioner, physician assistant or other provider. They care for your health, coordinate your needs and refer you to specialists when you need them. You can choose or change your PCP at any time.

As a CCNC member, you may qualify for a care manager. Your care manager:

- Helps you understand your Medicaid benefits
- Connects you to your PCP
- Helps arrange your appointments and transportation
- Coordinates with your behavioral health providers
- Connects you to helpful resources in your community

To learn more about the services CCNC offers, call CCNC at **1-877-566-0943**. Or go to communitycarenc.org.

CCNC works with doctors, therapists and other providers to coordinate your health care needs. For a full list of providers in NC Medicaid Direct, go to ncmedicaidplans.gov.

CCNC is **mandatory** (required) for the following people in NC Medicaid Direct:

- Most families and children
- People who are blind or disabled and do not receive Medicare
- Pregnant women

This means you will receive care management through CCNC. You will be assigned a PCP.

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If you want to leave CCNC (Disenrollment)

CCNC is **voluntary** (by choice) for the following people in NC Medicaid Direct:

- Children and youth in foster care
- Children and youth receiving adoption assistance
- Children and youth under age 19 who need special services
- Federally recognized tribal members and individuals who qualify for services through Indian Health Service (IHS)
- People who live in Intermediate Care Facilities for Individuals with Intellectual Disabilities (ICF-IID)
- People who live in nursing facilities
- People who receive Medicaid and Medicare

The people listed above do not have to get care management through CCNC or be assigned a PCP.

If you do not want or need the services CCNC offers, call the NC Medicaid Contact Center to learn more about your choices at **1-888-245-0179**.

About Local Management Entities/Managed Care Organizations (LME/MCOs)

LME/MCOs offer services related to a serious mental illness, severe substance use disorder, intellectual/developmental disability (I/DD) or traumatic brain injury (TBI). These services may include:

- See a counselor, psychologist or psychiatrist for a serious mental illness
- Get help for children who have attention deficit/hyperactivity disorder (ADHD)
- Get help with alcohol or drug use
- Get help with specialty behavioral health services through care coordination
- Get mobile crisis management services

To learn more about the services your LME/MCO offers, call your LME/MCO at their phone number listed on page 1 or read the Member Handbook that was mailed to you.

Your LME/MCO has a provider network (group). The provider group has doctors, therapists, specialists, hospitals and other health care facilities. They give you the behavioral health, I/DD and TBI services you need. You can get services from any provider in your LME/MCO's network. For a full list of providers, go to ncmedicaidplans.gov.

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The LME/MCO must have enough providers for you to get covered services near you and in a timely way.

Your LME/MCO

Your LME/MCO is based on the county that manages your Medicaid. You **cannot** choose a different LME/MCO.

- If you move outside of your LME/MCO's service area, you will move to a new LME/MCO.
- If you choose a health plan, such as a Standard Plan or Behavioral Health and Intellectual/Developmental Disabilities Tailored Plan, you will be disenrolled from your LME/MCO.

If you want to stay in NC Medicaid Direct, you do not have to do anything.

If you want to change a health plan

You can change a health plan at any time and for any reason. To learn about the health plans and the added services:

- Go to ncmedicaidplans.gov.
- Use the NC Medicaid Managed Care mobile app. To get the free app, search for **NC Medicaid Managed Care** on [Google Play](#) or the [App Store](#).
- Call us toll free at **1-833-870-5500** (TTY: 711 or RelayNC.com).
- Read the Health Care Option Guide that came with this letter.
- Send the enrollment form that came with this letter.

If you change your health plan, the new health plan will start the first day of the next month

After you enroll, your health plan will send you details and a new ID card. You will use your ID card to get health care services. If you have questions, call your health plan. The number is on the ID card.

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Questions?

We can help. Go to ncmedicaidplans.gov. You can also use the “chat” tool on the website. Or call us toll free at **1-833-870-5500** (TTY: 711 or RelayNC.com), 7 a.m. to 7 p.m., Monday through Friday. You may need your Medicaid ID number when you call or go to the website.

You can get the information at ncmedicaidplans.gov in print. To ask for a free copy, call us toll free at **1-833-870-5500** (TTY: 711 or RelayNC.com). Or use the "chat" tool on the website. We will send this information within 5 business days.

NC Medicaid Ombudsman

The NC Medicaid Ombudsman can offer help if you cannot get access to health care. They can connect you to other resources and help you understand your rights and responsibilities.

Go to ncmedicaidombudsman.org. Or call toll free at **1-877-201-3750**, 8 a.m. to 5 p.m., Monday through Friday.

Thank you,
NC Medicaid Team

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